



# **Standard Operating Procedure**

*For*

## **Pre-Institution Mediation and Settlement**

**Delhi State Legal Services Authority**



## **SOP: Pre-Institution Mediation, taking an E-Highway.**

This Lockdown has certainly had a substantial impact on the live and lifestyle of each individual, be it social, economic or even psychological aspect, our lives have changed forever, it will not be an overstatement to call this pandemic a Paradigm shift. The wrath caused by the pandemic is no secret to anyone, in these difficult times, under the able guidance of the Hon'ble Delhi High Court, DSLSA and Delhi Mediation Centres are unlocking new avenues to reach out to the people and to serve the interest of the society and Law, while maintaining all means of social distancing and public safety, by encouraging more and more interactions in the virtual world, in contrast to the traditional public dealing of the physical world.

### **Pre-Institution Mediation, The current practise and the procedure:**

The year 2018 saw an amendment<sup>1</sup> in The Commercial Courts, Commercial Appellate Courts, Commercial Division and Commercial Appellate Division of High Court Act and the amended act is now called *The Commercial Courts Act 2015* (hereinafter as the Act) .

The said amendment introduced Chapter IIIA to the Act which provides for Pre-Institution Mediation and Settlement. The newly institutionalised Section 12A<sup>2</sup> provides that a suit which does not contemplate any urgent interim relief

<sup>1</sup> Vide ordinance dated 3<sup>rd</sup> May 2018.

<sup>2</sup>**12A. Pre-Institution Mediation and Settlement**—(1) A suit, which does not contemplate any urgent interim relief under this Act, shall not be instituted unless the plaintiff exhausts the remedy of preinstitution mediation in accordance with such manner and procedure as may be prescribed by rules made by the Central Government.

(2) The Central Government may, by notification, authorise the Authorities constituted under the Legal Services Authorities Act, 1987 (39 of 1987), for the purposes of pre-institution mediation.

(3) Notwithstanding anything contained in the Legal Services Authorities Act, 1987 (39 of 1987), the Authority authorised by the Central Government under sub-section (2) shall complete the process of mediation within a period of three months from the date of application made by the plaintiff under sub-section (1): Provided that the period of mediation may be extended for a further period of two months with the consent of the parties:



under the said Act, shall not be instituted unless the plaintiff exhausts the remedy of pre-institution mediation, in accordance with such manner and procedure as may be prescribed by rules made by the Central Government.

In furtherance thereof, the government has authorised the State and District Legal Services Authorities for the purposes of pre-institution mediation. The time frame prescribed in this regard is three months from the date of application made by the plaintiff, extendable only at the instance of both the parties. The settlement, if arrived at, shall have the same status and effect as if it is an arbitral award on agreed terms under sub-section(4) of section 30 of the Arbitration and Conciliation Act, 1996.

In view of the aforesaid Ordinance and notifications, Delhi State Legal Services Authority (hereinafter as the DSLSA), through its respective District Legal Services Authorities (hereinafter as the DLSAs) and Delhi High Court Legal Services Committee (hereinafter as the DHCLSC) are mandated to facilitate the conduct of mediation in all matters covered by the aforesaid Act, as amended by the Ordinance. The Mediation is carried out through the Mediation Centre in each of the Court complex under the aegis of Delhi Mediation Centre and the Secretary, DHCLSC/DLSA is the Nodal Officer for the implementation of the Act and the Rules, and for conduct of Pre-Institution Mediation.

The applications in respect of commercial dispute are entertained by the DHCLSC/the DLSA concerned having regard to territorial and pecuniary jurisdiction and nature of commercial dispute in terms of Rules.

Upon the DHCLSC/ the DLSA being approached by an interested party/ the plaintiff (hereinafter as the plaintiff), service is affected upon the opposite party/ the proposed defendant/ the respondent (hereinafter as the defendant) through Email/Whatsapp/Postal-Mail, upon payment of fixed fee of Rs 1000/-. The said fee can be deposited by way of demand draft or through online channels,

---

Provided further that, the period during which the parties remained occupied with the pre-institution mediation, such period shall not be computed for the purpose of limitation under the Limitation Act, 1963 (36 of 1963).

(4) If the parties to the commercial dispute arrive at a settlement, the same shall be reduced into writing and shall be signed by the parties to the dispute and the mediator.

(5) The settlement arrived at under this section shall have the same status and effect as if it is an arbitral award on agreed terms under sub-section (4) of section 30 of the Arbitration and Conciliation Act, 1996



in the account specified by the DSLSA. On the appearance of the defendant, consequent to the completion of process of service, the matter is referred to the mediation cell, if willingness is shown by both the parties. In the event of no service or refusal of the defendant to enter into mediation process or on the denial of the claim of the plaintiff by the defendant, the matter is marked as *non starter* and the plaintiff is at liberty to approach the concerned court to exercise his rights and seek remedies as per the law.

The aforementioned account in which onetime fee is deposited is operated by Special Secretary, DSLSA and Assistant Account Officer, DSLSA.

### **Post Covid Era: A Paradigm shift**

To facilitate trade and commerce and to enable the process of Pre-Litigation mediation in these times it is proposed that entire process be facilitated through e-mode, in addition to existing process and procedure. The entire process can be completed without ever stepping in the offices of the DSLSA/ the DLSAs/the DHCLSC/the Mediation Centres, by adhering to this procedure.

#### **1. Approaching the authority:**

Following the mandate of the ordinance, as aforementioned, the DSLSA, the DLSAs and the DHCLSC, shall advertise on their respective sites, the new procedure of facilitating Pre-Institution Mediation and Settlement. The plaintiff may approach the concerned DLSA, the DHCLSC, based upon the territorial Jurisdiction<sup>3</sup>, as prescribed by the existing SOP<sup>4</sup> of pre litigation mediation, through email and a dedicated phone line, wherein the interested party shall be explained the process and the nuances thereof. As per the requirement of section 12A of the Act, the application for Pre Institution Mediation shall be filed through email in the prescribed format<sup>5</sup>, along with the necessary supporting

<sup>3</sup>The applications in respect of commercial dispute are entertained by the DHCLSC/DLSA concerned having regard to territorial and pecuniary jurisdiction and nature of commercial dispute in terms of Rules.

<sup>4</sup><https://drive.google.com/file/d/15WfjOgpJIUSIs2sYTO5DS7852b8VO6dS/view>, Annexure-A

<sup>5</sup>Application format., Annexure-B



documentation. The DSLSA/ the DHCLSC/the DSLSAs websites shall advertise the dedicated email through which the plaintiff may request for initiation of the process. One staff member shall be assigned with the responsibilities of checking the Emails and the subsequent necessary actions; he/she shall be the Nodal Staff, Pre-Institution Mediation and Settlement (hereinafter as the Nodal Staff). A consolidated list<sup>6</sup> of all such Email addresses of all the DLSAs/the DHCLSC shall also be there on the website of the DSLSA.

## **2. The fees**

The fixed onetime fee of Rs.1000/- shall be payable by net-banking channels. The plaintiff shall deposit the said fee in the dedicated account<sup>7</sup> of the DSLSA and the generated receipt/acknowledgement shall be sent to the DSLSA/the DLSAs/the DHCLSC, along with the application for initiation of the pre-institution mediation process.

## **3. Service**

The service shall be affected upon the defendant through Email and Whatsapp. The Email address and the Whatsapp number of the defendant shall be provided by the plaintiff, along with an affidavit that the said address and the number are correct and have been in use in the last 30 days.

## **4. Upon completion of Service**

On due service upon the defendant, by means aforementioned, if the said defendant refuses to participate in the mediation process or refuses to acknowledge the claim of the plaintiff, the process shall be marked as *non starter*. The same shall be the case if service is not affected upon the defendant, despite reasonable attempts. In case where the defendant chooses to participate in the

---

<sup>6</sup> Annexure -C

<sup>7</sup> Annexure-D



mediation process, the matter shall be referred to the mediation centre, through an onward email, thereafter, at the instance of the Incharge Mediation Centre, a mediator shall be appointed in the matter.

### **5. Conducting Mediation**

The mediation shall be conducted on the online platform of CISCO WEBEX<sup>8</sup> application. The mediation centre shall generate a link to facilitate the tripartite video conferencing between the plaintiff, the defendant and the Ld. Mediator. The settlement, if arrived at, shall have the same status and effect as if it is an arbitral award on agreed terms under sub-section(4) of section 30 of the Arbitration and Conciliation Act, 1996.

If, despite efforts of the Ld. Mediator, the plaintiff and the defendant fail to reach at any consensus, the plaintiff shall be within his rights to approach the court of law to enforce his remedies, as per the law.

### **6. Limitation period**

After the receipt of onetime fees, the process of affecting service shall be completed with 10 days. The time frame for mediation shall be three months from the date of application made by the plaintiff, extendable only at the instance of both the parties.

### **The modalities for carrying out Pre-Institution Mediation and Settlement would-be as under:**

1. These rules/SOP shall be read in addition to existing SOP for Pre-litigation mediation, available on the DSLSA website at <https://drive.google.com/file/d/15WfjOgpJIUSIs2sYTO5DS7852b8VO6dS/view>.
2. **Words and Expressions used but not defined** – The words and expressions used but not defined herein shall have the same meaning as assigned to them in the commercial Courts Act 2015, as amended and in Commercial Courts (Pre-Institution Mediation and Settlement) Rules, 2018 (hereinafter referred as the Rules).

<sup>8</sup> Application is Approved by the Delhi High Court and is being used for day to day hearings in the High Court and the Subordinate Courts



3. **Conduct of Pre-Institution Mediation and Settlement** – Subject to the details and clarification provided hereinafter, the procedure for the Pre-Institution Mediation and Settlement shall be the same as prescribed in the Rules.
4. **The Nodal Officers** – Secretary, the DHCLSC/the DLSA shall be the Nodal Officer for implementation of the Act and the Rules, and for conduct of Pre-Institution Mediation and Settlement who shall work in consultation with the Incharge, Mediation Centres in the Districts/Delhi High Court. One staff member shall be assigned with the responsibilities of checking the Emails and taking the subsequent necessary actions; he/she shall be the Nodal Staff, Pre-Institution Mediation and Settlement (hereinafter as the Nodal Staff). The phone number of the Nodal Staff shall also be advertised on the website of the DHCLSC/the DLSA and the consolidated list shall be displayed on the website of the DSLSA<sup>9</sup>.
5. **Panel of Mediators** – Empanelled mediators who are registered with Delhi Mediation Centre and High Court Mediation Centre for the District Courts and the High Court respectively shall stand empanelled with Delhi State Legal Services Authority and Delhi High Court Legal Services Committee respectively. If the need so arises, the mediators may also be empanelled from the mediators trained by other accredited institution, subject to approval of the Executive Chairperson, DSLSA. The said panel may be reviewed as per requirement from time to time.
7. **Platform for conducting Mediation** – The mediation shall be conducting on online platform of CISCO WEBEX<sup>10</sup> application (or any other software/application approved by the Delhi High Court). The mediation centre shall generate a link to facilitate the tripartite video conferencing between the plaintiff, the proposed defendant/respondent and the Ld. Mediator.
8. **Conduct of Mediation Process** – (i) The application in respect of a commercial dispute shall be entertained by the DHCLSC/the DLSA

<sup>9</sup> *ibid*- Annexure -C

<sup>10</sup> Application is Approved by the Delhi High Court and is being used for day to day hearings in the High Court and the Subordinate Courts



concerned having regard to territorial and pecuniary jurisdiction and the nature of commercial dispute in terms of the Rules.(ii) After the process of issuance of notice is complete and both the parties (the plaintiff and the defendant) give their consent to participate in the mediation process, the DHCLSC/the DLSA, through its Secretary, shall assign an empanelled mediator, in consultation with the Incharge Mediation Centre of the respective jurisdiction and fix a date for their appearance before the Mediator, on the link shared by the mediation centre, on CISCO WEBEX app (or any other software/ application approved by the Delhi High Court). (iii) Once the process of mediation is over, the record thereof shall be made over by the Mediator to the Secretary of the DHCLSC/DLSA, through email and the copy of the same shall be sent to Ld Mediation Incharge and the two parties i.e. the plaintiff and the defendant. (iv) The Judge Mediator, in case of mediation being not successful, shall recuse himself/herself from the matter on judicial side.

**9. Financial Details** – (a) The fee by the parties, as per Rules, will be deposited in the bank account<sup>11</sup> maintained by DSLSA in the name of “DSLSA Mediation”, through Net-banking services of their respective banks. The details of the said bank account will be circulated to DHCLSC/DLSAs/Mediation Centres. The amount of fee under the Rules shall be deposited in this account by the parties through online channels only and no other means shall be accepted. The said account shall be operated by Special Secretary, DSLSA and Assistant Account Officer, DSLSA. Primarily, expenses towards the honorarium of the Advocate mediators and expenses as contemplated in the Rules shall be made out of the said Account.

**10. Honorarium to the Advocate Mediators** – The Advocate Mediators shall be paid honorarium as per the existing norms.

**11. Administrative and Technical support-** All administrative and technical support shall be provided by the respective DLSAs.

**12. Refund:** No party can claim the refund of onetime fee, once the process has been issued to the defendant through Email/Whatsapp.

---

<sup>11</sup> *ibid* Annexure -D





## Annexure-A

### **Comprehensive Standard Operating Procedure (SOP) for Commercial Courts (Pre-Institution Mediation and Settlement)**

The Commercial Courts, Commercial Appellate Courts, Commercial Division and Commercial Appellate Division of High Court Act was enacted in 2015. Thereafter the Commercial Courts, Commercial Division and Commercial Appellate Division of High Courts (Amendment) Ordinance, 2018 was notified on 03.05.2018 by Ministry of Law and Justice, Govt. of India whereby Chapter IIIA has been added to the Act which provides for pre-institution mediation and settlement.

It is pertinent to mention here that Section 12A provides that a suit which does not contemplate any urgent interim relief under this Act, shall not be instituted unless the plaintiff exhausts the remedy of pre-institution mediation in accordance with such manner and procedure as may be prescribed by rules made by the Central Government.

The relevant portion of the Ordinance is as under:-

#### **12A. Pre-Institution Mediation and Settlement:**

- (1) A suit, which does not contemplate any urgent interim relief under this Act, shall not be instituted unless the plaintiff exhausts the remedy of pre-institution mediation in accordance with such manner and procedure as may be prescribed by rules made by the Central Government.*
- (2) The Central Government may, by notification, authorise the Authorities constituted under the Legal Services Authorities Act, 1987, for the purposes of pre-institution mediation.*
- (3) Notwithstanding anything contained in the Legal Services Authorities Act, 1987, the Authority authorised by the Central Government under sub-section (2) shall complete the process of mediation within a period of three months from the date of application made by the plaintiff under sub-section (1):*

*Provided that the period of mediation may be extended for a further period of two months with the consent of the parties:*

## SOP, Pre-Institution Mediation and Settlement

---

*Provided further that, the period during which the parties remained occupied with the pre-institution mediation, such period shall not be computed for the purpose of limitation under the Limitation Act, 1963.*

*(4) If the parties to the commercial dispute arrive at a settlement, the same shall be reduced into writing and shall be signed by the parties to the dispute to the dispute and the mediator.*

*(5) The settlement arrived at under this section shall have the same status and effect as if it is an arbitral award on agreed terms under sub-section(4) of section 30 of the Arbitration and Conciliation Act,1996.”*

Pursuant to the said ordinance, the Ministry of Law & Justice (Department of Legal Affairs) has issued a notification dated 03.07.2018 whereby the Commercial Courts (Pre-Institution Mediation and Settlement) Rules, 2018 have been notified. On the same date another notification was issued whereby the Central Govt. has authorized the State Authority and District Authority constituted under the Legal Services Authorities Act, 1987 for the purposes of pre-institution mediation and settlement under Chapter IIIA of the Commercial Courts Act, 2015.

It may also be mentioned that Hon'ble High Court vide order No.58/DHC/Gaz./G-1/VI.E.2(a)/2018 dated 07.07.2018, in pursuance to the Ordinance of 2018 has ordered that all the District & Sessions Judges/Addl. District & Sessions of respective districts are nominated as Commercial Courts as an interim measure to deal with the commercial matters valued between Rupees Three Lacs to Rupees Two Crores.

In view of the aforesaid Ordinance and notifications, DSLSA and through it the respective DLSAs/DHCLSC are now mandated to facilitate conduct of mediation in all matters covered by the aforesaid Act as amended by the Ordinance.



However, in Delhi, the Mediation is carried out through the Mediation Centre in each of the Court complex under the aegis of Delhi Mediation Centre. Under the High Court and at the Delhi High Court by the 'Samadhan' Complex of the Delhi High Court. Since, the court annexed Mediation Centre in District Courts as well as Delhi High Court have complete infrastructure and carry out mediation effectively, it is proposed to utilise the existing infrastructure such as space for conducting mediation, staff and stenographer who will assist in the mediation process of such centres for Pre-Institution Mediation and Settlement contemplated under the above said Act as amended by the Ordinance with the DLSA and DHCLSC functioning as a platform to coordinate and facilitate the Pre-Institution Mediation Settlement. Accordingly, this Standard Operating Protocol is being developed to facilitate the working of this arrangement.

The modalities for carrying out Pre-Institution Mediation and Settlement would be as under:

1. **Words and Expressions used but not defined** – The words and expressions used but not defined herein shall have the same meaning as assigned to them in the Commercial Courts, Commercial Appellate Courts, Commercial Divisions and Commercial Appellate Divisions of High Courts Act, 2015 (hereinafter referred as 'the Act') and in Commercial Courts (Pre-Institution Mediation and Settlement) Rules, 2018 (hereinafter referred as 'Rules').
2. **Conduct of Pre-Institution Mediation and Settlement** – Subject to the details and clarification provided hereinafter the procedure for the Pre-Institution Mediation and Settlement shall be the same as prescribed in the Rules.



3. **Nodal Officers** – Secretary, DHCLSC/DLSA shall be the Nodal Officer for implementation of the Act and the Rules, and for conduct of Pre-Institution Mediation and Settlement who shall work in consultation with the Incharge, Mediation Centres in the Districts/Delhi High Court.
4. **Panel of Mediators** – Empanelled mediators who are registered with Delhi Mediation Centre and High Court Mediation Centre for the District Courts and High Court respectively shall stand empanelled with Delhi State Legal Services Authority and Delhi High Court Legal Services Committee respectively. If the need so arises, the mediators may also be empanelled from the mediators trained by other accredited institution, subject to approval of the Executive Chairperson, DSLSA. The said panel may be reviewed as per requirement from time to time.
5. **Venue for conducting Mediation** – The venue for conducting mediation shall be the premises of Mediation Centre located in District Courts Complex and “Samadhan” Complex of Delhi High Court Mediation and Conciliation Centre. The facilities and infrastructure of the said Mediation Centres will be used for the said purposes.
6. **Conduct of Mediation Process** – (i) The application in respect of commercial dispute shall be entertained by the DHCLSC/DLSA concerned having regard to territorial and pecuniary jurisdiction and nature of commercial dispute in terms of Rules.  
  
(ii) After the process of issuance of notice is complete and the other party appears before the Secretary of the DHCLSC/DLSA and both the parties give consent to participate in the mediation process, the DHCLSC/DLSA through its Secretary shall assign an empanelled mediator in consultation with the Incharge Mediation Centre of the respective jurisdiction and fix a date for their appearance before the Mediator.



- (iii) Once the process of mediation is over, the record thereof shall be made over by the Mediator to the Secretary of the DHCLSC/DLSA.
- (iv) The Judge Mediator, in case of mediation being not successful, shall recuse himself/herself from the matter on judicial side.

7. **Financial Details** – (a) The fee by the parties, as per Rules, will be deposited in the bank account maintained by DSLSA in the name of “**DSLSA Mediation**”. The details of the said bank account will be circulated to DHCLSC/DLSAs/Mediation Centres. The amount of fee under the Rules shall be deposited in this account by the parties either by Demand Draft or through online. The said account shall be operated by Special Secretary, DSLSA and Assistant Account Officer, DSLSA.

(b) DSLSA will place sufficient funds at the disposal of the DHCLSC and DLSAs from time to time from the said account for the purpose of carrying out Pre-Institution Mediation and Settlement. The DHCLSC/DLSA concerned shall utilize the said funds for issuance of process and other activities related to Pre-Institution Mediation and Settlement and maintain separate record of the expenses incurred out of the said fund and submit quarterly report to the DSLSA.

(c) Initially if sufficient funds are not available in this account, the DSLSA out of NALSA Fund or State Legal Aid Fund (Grant-in-Aid) or the Cost Fund shall place certain funds at the disposal of the DHCLSC/DLSA which shall be reimbursed after funds are received in the said account.

(d) Primarily, expenses towards the honorarium of the Advocate mediators and expenses as contemplated in the Rules shall be made out of the said Account.



8. **Honorarium to the Advocate Mediators** – The Advocate Mediators shall be paid honorarium as per the following schedule:

S.No.	Quantum of Claim in Commercial Dispute/ Nature of case	Honorarium for settled cases
1.	From Rs.3,00,000/- to Rs.10,00,000/-	Rs.7,500/-
2.	From Rs.10,00,000/- to Rs.50,00,000/-	Rs.15,000/-
3.	From Rs.50,00,000/- to Rs.1,00,00,000/-	Rs.20,000/-
4.	From Rs.1,00,00,000/- to Rs.3,00,00,000/-	Rs.25,000/-
5.	Above Rs.3,00,00,000/-	Rs.37,500/-
6.	For each unsettled case up to Rs.2,00,00,000/-	Rs.2,500/-
7.	For each unsettled case above Rs. 2,00,00,000/-	Rs.5,000/-

9. **Ethics to be followed by Mediator** – The Mediator shall follow the ethics as provided under Rule 12 of the Rules. However, to avoid any justifiable doubt as to his independence or impartiality, the Mediator shall follow the principles as laid down in the Fifth Schedule to the Arbitration and Conciliation Act, 1996. It is clarified that the word 'Arbitrator' in the above said Schedule shall be read as 'Mediator' for the purposes of this Protocol.
10. **Complaint against Mediator** – In case any party has a complaint with the mediator or is not satisfied with the working of the mediator, the complaint shall be made to the Secretary DHCSLC/DLSA who shall examine the same and take appropriate steps in consultation with Incharge, Mediation Centre.
11. DLSA would also work towards the establishment of administrative support for the mediators empanelled by it in due course.



12. ***Review of the work of the Mediator and all the arrangements for Pre-Institution Mediation and Settlement*** –DSLSA in consultation with the concerned Mediation Centre shall review working of the Mediators empanelled by it from time to time as also the arrangements for conduct of Pre-Institution Mediation and Settlement and make necessary changes in the same. For the smooth functioning of Pre-Institution Mediation and Settlements, Member Secretary, DSLSA may issue Office Orders/Circulars from time to time.



## Annexure-B

### **MEDIATION APPLICATION FORM**

Name of the Authority and address

#### **DETAILS OF PARTIES:**

1. Name of applicant :
2. Address and contact details of applicant: Address:-  
Telephone No. ....Mobile.....E-mail ID:.....
3. Name of opposite party:
4. Address and contact details of opposite party: Address:-  
Telephone No. ....Mobile.....E-mail ID:.....

#### **DETAILS OF DISPUTE:**

1. Nature of dispute as per section 2(1)(c) of the Commercial Courts Act 2015 (4 of 2016):
2. Quantum of Claim:
3. Territorial jurisdiction of the competent Court:
4. Brief synopsis of commercial dispute (not to exceed 5000 words):
5. Additional points of relevance:

#### **DETAILS OF FEE PAID:**

Fee paid by DD No.....dated.....Name of Bank and Branch.....Online transaction No.....dated.....

Date:

Note.- Form shall be submitted to the Authority with a fee of One Thousand Rupees.

For Office Use:

Form received on :

File No. allotted:

Mode of sending notice to the opposite party:

Notice to opposite party sent on:

Whether Notice acknowledged by opposite party or not:

Date of Non-starter report/Assignment of commercial dispute to Mediator:





## Annexure-C

### Designated Email I.Ds for Pre – Institution Mediation for Delhi State Legal Services Authority

S.No.	Districts	Email I.D.	Name of Nodal Officer	Contact No.
1.	Delhi High Court Legal Services Committee	<a href="mailto:Mediation.dhclsc@gmail.com">Mediation.dhclsc@gmail.com</a>	Ms. Anjana Khurana	9560089672
2.	South DLSA	<a href="mailto:dlsasouthmediation@gmail.com">dlsasouthmediation@gmail.com</a>	Mr. Sikhar Tiwari	9198040001
3.	South East DLSA	<a href="mailto:semsaket@gmail.com">semsaket@gmail.com</a>	Mr. Jai Prakash	9711190666
4.	Shahdara DLSA	<a href="mailto:pimdlsashd@gmail.com">pimdlsashd@gmail.com</a>	Mr. Kamal Dalal	7015960414 9671607552
5.	North DLSA	<a href="mailto:northdlsamediation@gmail.com">northdlsamediation@gmail.com</a>	Mr. Rinku Lakra	7206701942
6.	West DLSA	<a href="mailto:westdlsa@gmail.com">westdlsa@gmail.com</a>	Ms. Neetu Sharma	9958674845
7.	East DLSA	<a href="mailto:pimdlsaeast@gmail.com">pimdlsaeast@gmail.com</a>	Mr. Arun Kumar	9999779449
8.	Central DLSA	<a href="mailto:e-filingmediationcentral@gmail.com">e-filingmediationcentral@gmail.com</a>	Mr. Nutan Gambhir	9717350161
9.	New Delhi DLSA	<a href="mailto:pim.dlsanewdelhi@gmail.com">pim.dlsanewdelhi@gmail.com</a>	Ms. Tarannum Singh	9654593882
10.	North East DLSA	<a href="mailto:mediation.dlsanortheast@gmail.com">mediation.dlsanortheast@gmail.com</a>	Mr. David	9718916583
11.	North West DLSA	<a href="mailto:northwestdlsa405mediation@gmail.com">northwestdlsa405mediation@gmail.com</a>	Ms. Rajni Bisht	9958715155
12.	South West DLSA	<a href="mailto:premediationsouthwest@gmail.com">premediationsouthwest@gmail.com</a>	Mr. Arman Ali	8130725432 7011302224



**Annexure-D**

**Bank Account Details for the payment of fees in Pre-Institution  
Mediation in Commercial Matters**

Name of the Bank	<b>UCO Bank</b>
Address of the Bank	Patiala House Court, Tilak Marg, New Delhi-110001.
Branch	Patiala House Court, New Delhi.
Account Number	<b>18580110086926</b>
Beneficiary Account Name: (DD must be in favour of)	<b>DSL SA MEDIATION</b>
Account Type	Saving Account
RTGS/IFSC/NEFT CODE	IFSC CODE-UCBA0001858
MICR CODE	110028047
BRANCH CODE	001858
Office Name & Address	Delhi State Legal Services Authority, Central Office, Patiala House Court Complex, New Delhi-110001
Mode of Payment	Only through Demand Draft/ Online Payment <b>*Applicant must enter the title of the case in the column of Remarks/Purpose (others) while making payment through online.</b>